External Portal – DLA Energy Convergence Job Aid

AMPS Process for CAC Users Without @dla.mil E-Mail Address

Effective August 2012

Table of Contents

Introduction

Purpose:

Defense Logistics Agency's (DLA) **Account Management and Provisioning System** (AMPS) has been designed to automate the processes involved in the creation and maintenance of user accounts. This process includes the access request, creation and maintenance of the account. The goal of the system is to enhance the efficiency of the account request and maintenance processes by minimizing the amount of human intervention required.

AMPS provides:

- Automated account request process
- Efficient processing of new and departing employees and contractors
- Enhanced user control of acquired roles
- User ability to check on the status of existing in-process account requests
- Enhanced Supervisor capabilities to better manage subordinate application access
- An automated approval process resulting in enhanced productivity for Supervisors, Data Owners and Security Officers
- Centralized access control for Security Officers. Security Officers can adjust user access to coincide with changes in user IT Level

Business Scenario:

This job aid provides instructions on how to submit a request via AMPS to gain access to the DLA Enterprise External Business Portal (EEBP)

Audience:

This job aid is intended for Common Access Card (CAC) users WITHOUT an @dla.mil e-mail address who need to access the EEBP to perform the following DLA Energy Convergence roles:

Note: This job aid is only for EXTERNAL users (Non-DLA)

- **Customer Direct Order Processor** – Users that place Customer Direct Sales Orders for their authorized Petroleum DoDAAC(s).

- **Into-Stock Order Processor** – Business Partners that place Into-Stock (Inventory Resupply) Orders for their authorized Petroleum DoDAAC(s).

- **Delivery Locations Conditions Maintainer** – Users that maintain customer location and delivery data for their authorized Petroleum location/ material DoDAAC(s).

- **Line of Accounting (LOA) Maintainer/Viewer** – Users that maintain and/or view Line(s) of Accounting for their authorized Aerospace and Petroleum billing DoDAAC(s).

- **Planning Collaborator** – Users that collaborate with the DLA Energy Demand Plan for their authorized Petroleum items/ locations

- **Report Viewer** – Users that have the ability to view and download sales and inventory reports for external organizations and systems

- **Service Control Point (SCP) Report Viewer** – Service Control Point Personnel that have the ability to view and download sales and inventory reports for external organizations and systems

Additional Information:

The following information will be needed (based on your user type) to complete the AMPS process:

- DoDAAC information
- Supervisor name, e-mail address, and phone number
- Security Officer name, e-mail address, and phone number
- Information Assurance Training completion date
- Contract number, contract expiration date **Contractors only

⚡ About the AMPS User Interface

As you navigate through the AMPS pages, you will click various radio buttons and checkboxes and select items from list boxes. In most cases, these choices will cause the current AMPS page to refresh with your choices. If you try to proceed to another field in a form before the page has had time to refresh, you will see the following error message:

Click the '**OK**' button in the error message box to close the error message and allow AMPS to continue to refresh the page.
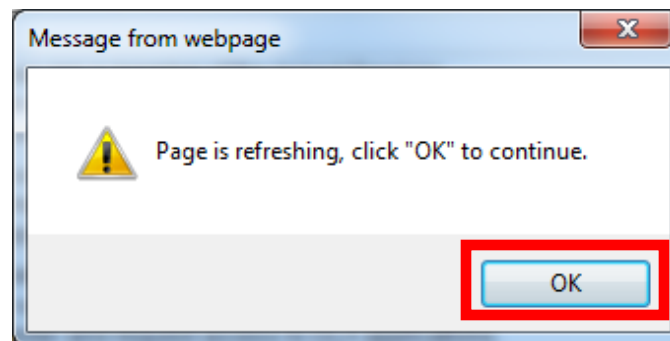
AMPS Error Message

Steps

I. Launching AMPS for the First Time and Requesting an Account

Note: If you have already established a user ID and password in AMPS, skip to Section III: Launching AMPS AFTER Creating an Account

a. AMPS is a web-based application. Launch AMPS by typing the following URL into the web browser: **https://amps.dla.mil**

b. If you have a CAC in your PC when you start the registration process, AMPS will capture your CAC information. This means that you will not need to remember your user ID and password to access AMPS when you have a CAC in your PC

c. Select your **DOD EMAIL** certificate

d. Click the '**OK**' button
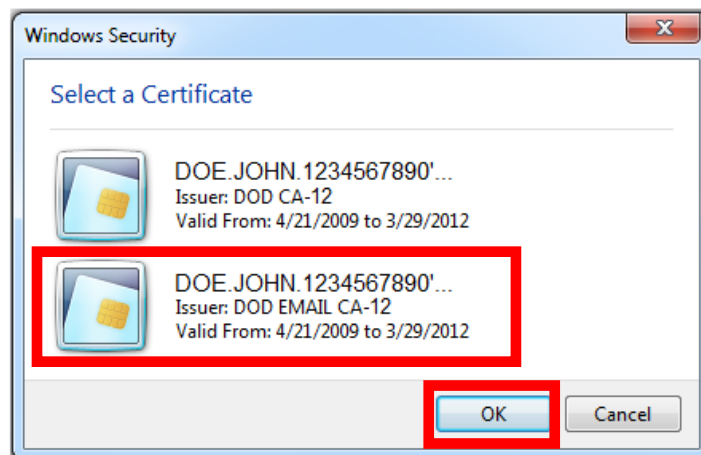
e. If prompted, enter your PIN

f. Click '**OK**'
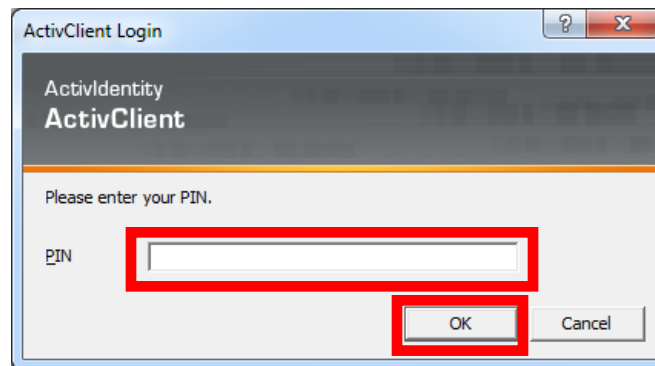
g. When the *U.S. Government (USG) Information System (IS) – Use and Consent* screen loads, click the '**OK**' button to agree with the use and consent requirements and move to the AMPS homepage
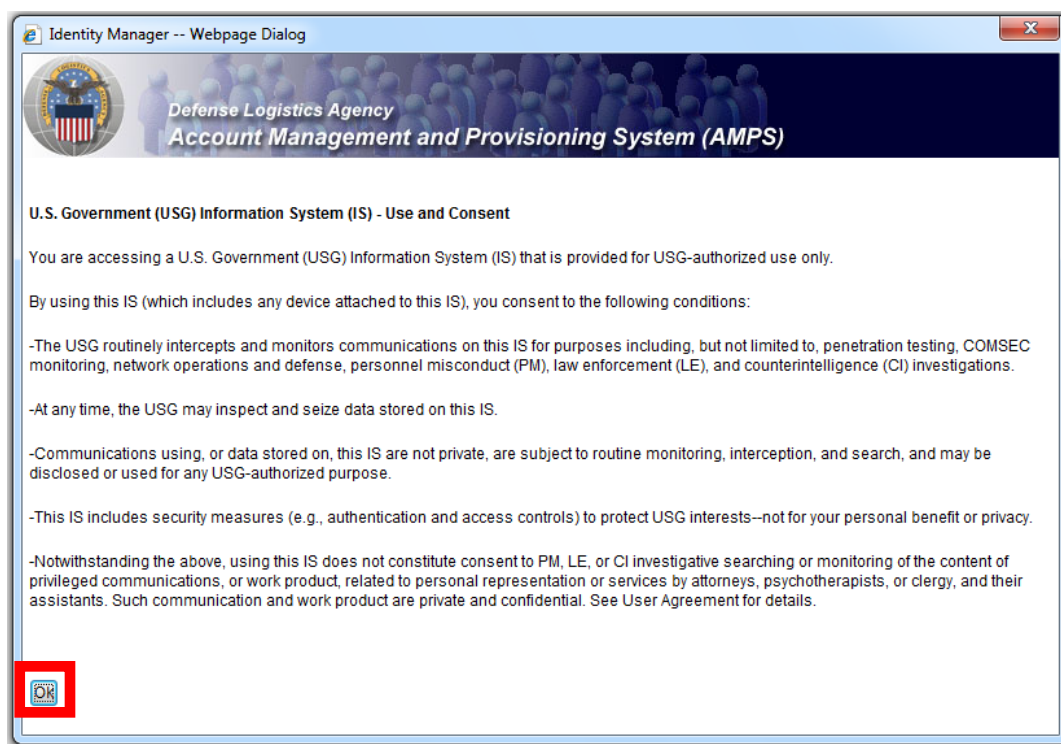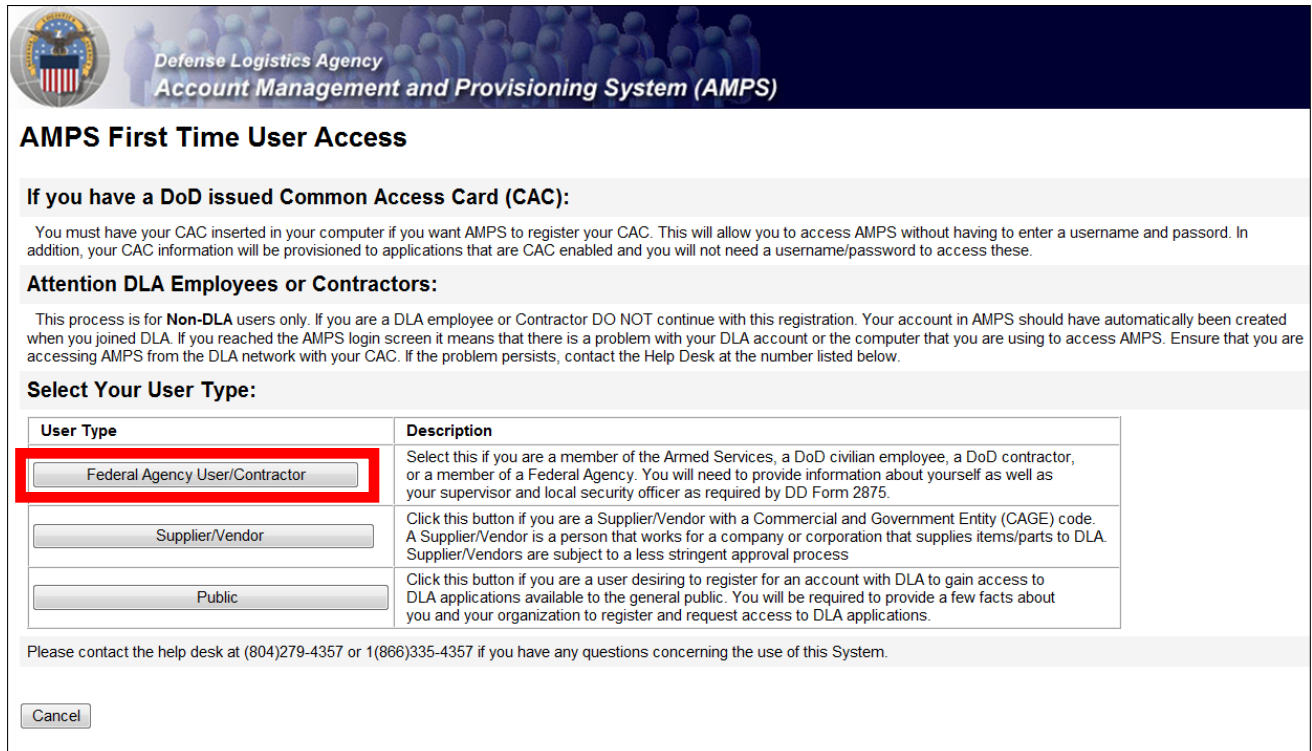
U.S. Government Information System (IS) – Use and Consent Screen

II. AMPS Registration

a. Click the '**Federal Agency User/Contractor'** button

AMPS First Time User Access Screen

b. Click the '**New Account**' button

AMPS First Time User Access Screen

c. The *Privacy Act Statement* will display. Click the '**Continue**' button

Privacy Act Statement Screen

d. The *Register a New AMPS Account* screen will appear. Fill in the required fields.

Note: Fields with a red asterisk (*) are required

Instructions for selecting '**Military**', '**Civilian**', or '**Contractor**' from the **User Type** drop-down box are provided below.

Register a New AMPS Account Screen

Military Users:

    a. Complete required fields on the form

    b. The page will refresh once '**Military**' is selected from the **User Type** drop-down box

    c. Make the appropriate selection from the **Agency/Branch** drop-down box

    d. After you have completed all the required fields, click the '**Continue**' button

Register a New AMPS Account Screen – Military User Type

e. The *External Supervisor Information* screen will display. Your Supervisor's information is required as a part of the role request approval process

f. Complete the fields with your direct Supervisor's information

   Note: Fields with a red asterisk (*) are required

g. When complete, click the '**Continue**' button

External Supervisor Information Screen

Civilian Users:

a. Complete required fields on the form

b. The page will refresh once '**Civilian**' is selected from the **User Type** drop-down box

c. After you have completed all the required fields, click the '**Continue**' button

Register a New AMPS Account Screen – Civilian User Type

d. The *External Supervisor Information* screen will display. Your Supervisor's information is required as a part of the role request approval process

e. Complete the fields with your direct Supervisor's information

   Note: Fields with a red asterisk (*) are required

f. When complete, click the '**Continue**' button

External Supervisor Information Screen

Contractor Users:

a. Complete required fields on the form

b. The page will refresh once '**Contractor**' is selected from the **User Type** drop-down box

c. After you have completed all the required fields, click the '**Continue**' button

Register a New AMPS Account Screen – Contractor User Type

d. The *External Supervisor Information* screen will display. Your Supervisor's information is required as a part of the role request approval process

e. Complete the fields with your direct Supervisor's information

   Note: Fields with a red asterisk (*) are required

f. When complete, click the '**Continue**' button

External Supervisor Information Screen

g. The *External Contracting Officer Information* screen will display. Your Contracting Officer's information is required as a part of the role request approval process

h. Complete the fields with your Contracting Officer's information

   Note: Fields with a red asterisk (*) are required

i. When complete, click the '**Continue**' button

External Contracting Officer Information Screen

All Users Cont'd:

  e. The *External Security Officer Information* screen will display. Your Security Officer's information is required as a part of the role request approval process

  f. Complete the fields with your Security Officer's information

   Note: Fields with a red asterisk (*) are required

  g. When complete, click the '**Continue**' button

External Security Officer Information Screen
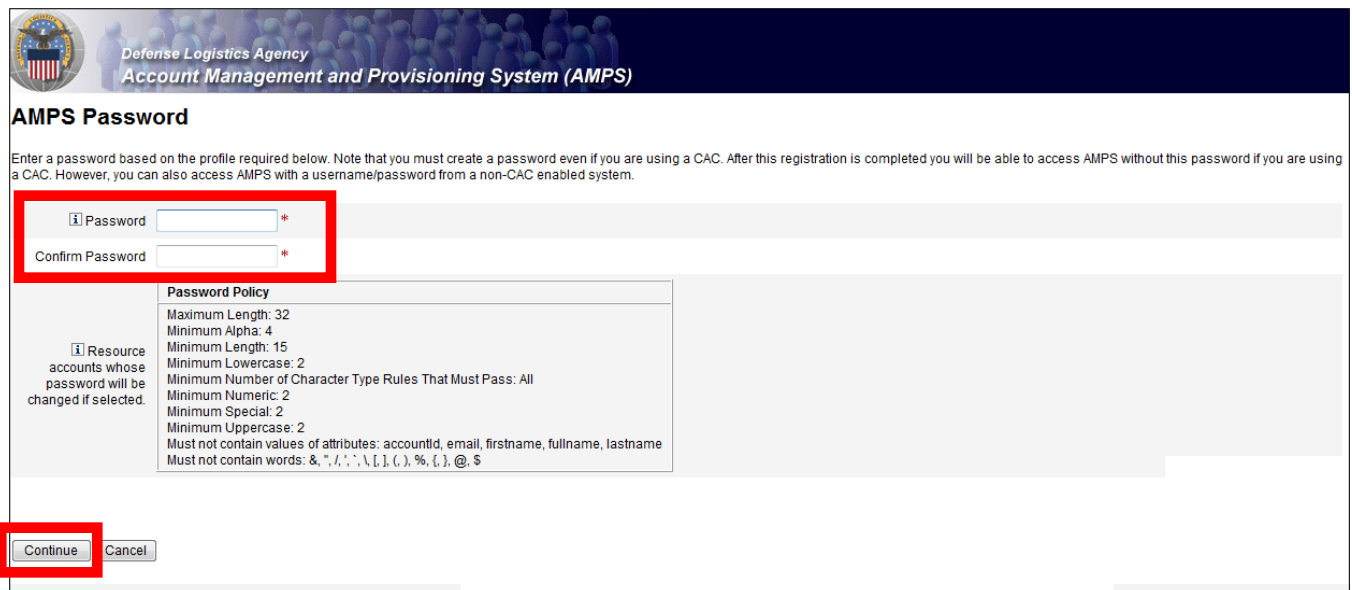
h. The *AMPS Password* screen will display for you to create a password to log into AMPS

Note: If you have a CAC in your PC when you start the registration process, AMPS will capture your CAC information. This means that you will not need to remember your user ID and password to access AMPS as long as you have a CAC in your PC. However, you will still need to enter this password and authentication questions during this registration. This will allow you to access AMPS without a CAC if necessary.

Note: Once your role request is approved, this same AMPS password will also be used to log into the EEBP.

The password must contain the following. If it does not meet the criteria, you will receive an error message:

- Maximum Length: 32
- Minimum Alpha: 4
- Minimum Length: 15
- Minimum Lowercase: 2
- Maximum Number of Character Type Rules That Must Pass: All
- Minimum Numeric: 2
- Minimum Special: 2
- Minimum Uppercase: 2
- Must Not Contain Values of Attributes: account id, email, first name full name last name
- Must Not Contain Words: &, ", /, ', `, \, [,], (,), %, {, }, @, $

i. Enter a password in the **Password** text box
j. Enter the same password in the **Confirm Password** text box
k. Click the '**Continue**' button

AMPS Password Screen

l. When your password is accepted, AMPS will open a page in which you will answer a series of questions. These answers will be recorded and used to authenticate your identity if you should forget your password at some point in the future and need assistance from the Help Desk

m. Answer all the **Authentication Questions**

n. Click the **'Continue'** button

AMSP Authentication Questions Screen

o. AMPS will display a page indicating that the registration process is complete. Make note of your **User ID**. Click on '**Leave AMPS Registration**' to end the session

Completed AMPS Registration

p. **You will receive an e-mail indicating that your AMPS account has been created and your AMPS access has been granted**

Note: If any of the personal information provided when creating an AMPS account should change, (i.e. Supervisor or contact information), it is the responsibility of the user to update this information in AMPS.

III. Launching AMPS AFTER Creating an Account

    a. Launch AMPS by typing the URL **https://amps.dla.mil** into your web browser

    b. If you had a CAC in your PC when you started the AMPS registration process, you will be prompted to select a certificate

    c. Select the **DOD EMAIL** certificate and click the '**OK**' button
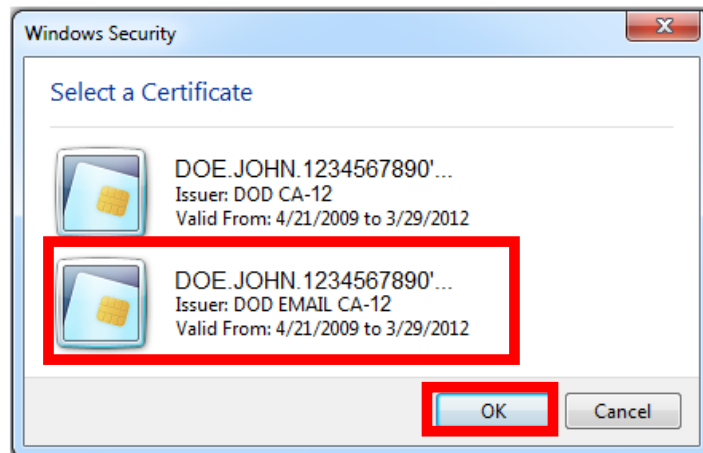
    d. If prompted, enter your PIN

    e. Click '**OK**'
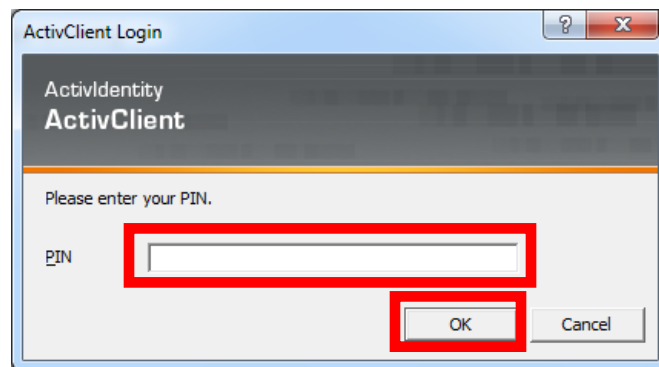
f. When the *U.S. Government (USG) Information System (IS) – Use and Consent* screen loads, click the '**OK**' button to agree with the use and consent requirements and move to the AMPS homepage
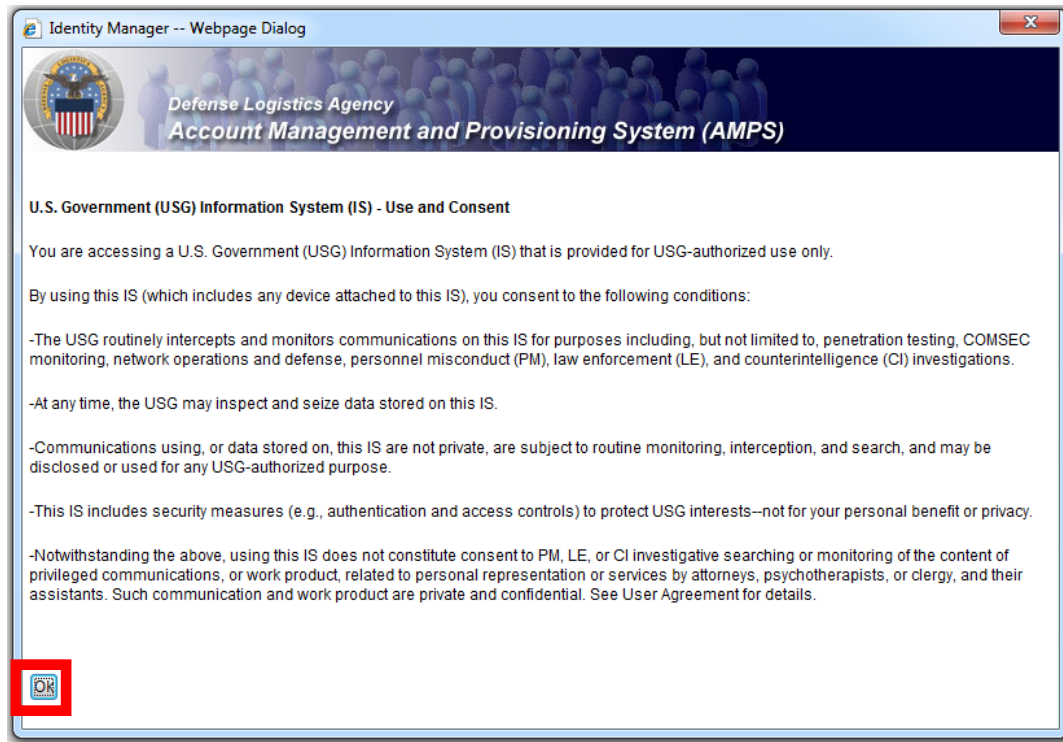
U.S. Government Information System (IS) – Use and Consent Screen

IV.   Applying for an Enterprise External Business Portal Role

In order to access any of the applications managed and provisioned by AMPS, you must apply for a role related to the application.

  a. The AMPS Homepage will display. Click the '**Request Role**' link
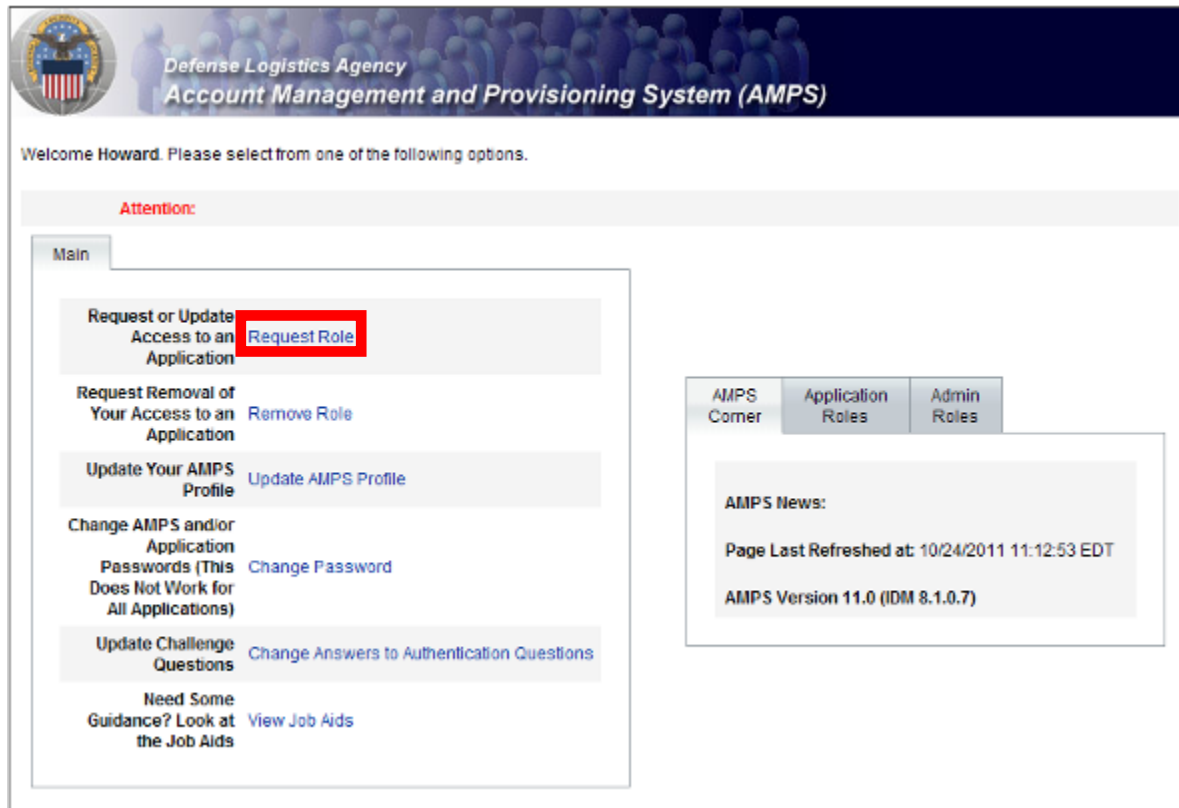
AMPS Homepage

A list of applications will be displayed.

  b. Select the '**BSM**' radio button
  c. Click the '**Next**' button
  Note: This list of applications changes constantly and this screen may not look the same

Application List Request Form Screen

    d. You will be prompted to choose an environment for which you require access. Select the '**Production**' radio button

    e. Click the '**Next**' button

Environment Request Form Screen

f. You will be prompted to choose the sub-category for which you are requesting access. Select the '**Default**' radio button

g. Click the '**Next**' button

Sub-Category Screen

h. AMPS will display the roles available to you for the selected application and sub-category. To see the description of the roles, click '**Show Roles with Descriptions**' Return to the original form by clicking '**Hide Descriptions**'

i. Select only ONE of the following **Energy PRIMARY ROLES**:

- EBS Prod External - Energy Customer Direct Order Processor JD-2200

- EBS Prod External - Energy Into-Stock Order Processor JD-2201

- EBS Prod External - Energy Delivery Locations Conditions Maintainer JD-2202

- EBS Prod External - Energy LOA Maintainer JD-2203

- EBS Prod External - Energy LOA Viewer JD-2204

- EBS Prod External - Energy Planning Collaborator JD-2205

- EBS Prod External - Energy Report Viewer JD-2206

- EBS Prod External - Energy SCP Report Viewer JD-2207

j. Once the PRIMARY ROLE has been approved, select only ONE of the following **Energy BOLT-ON ROLES**:

- EBS Prod External Additional - Energy Customer Direct Order Processor JD-2200B

- EBS Prod External Additional - Energy Into-Stock Order Processor JD-2201B

- EBS Prod External Additional - Energy Delivery Locations Conditions Maintainer JD-2202B

- EBS Prod External Additional - Energy LOA Maintainer JD-2203B

- EBS Prod External Additional - Energy LOA Viewer JD-2204B

- EBS Prod External Additional - Energy Planning Collaborator JD-2205B

- EBS Prod External Additional - Energy Report Viewer JD-2206B

- EBS Prod External Additional - Energy SCP Report Viewer JD-2207B

Note: All users are required to request ONE of the "Primary Roles". In cases where a user has responsibilities for more than one functionality, after a "Primary Role" has been approved, the user may request additional roles from the "Bolt-on Roles" list. It is important to only choose additional roles ending in 'B' as requesting another "Primary Role" will delete access to previously approved roles. After the "Primary Role" is approved, you can apply for as many additional "Bolt-on Roles" one-by-one without waiting for each one to be approved.

k. Select your desired role from the list and click the `>` button to move the role to the list on the right

Screen with List of Available Roles

l.   Select '**Authorized**' from the **Type of Access Required** drop-down box

m.   Select '**Unclassified**' from the **Data Classification** drop-down box

n.   To continue with the role request, type a justification for the request in the **Justification for Access/Comments** field. This is a required field. For example, enter *"JD required to access needed application"*

o.   Then click the '**Next**' button

Screen Displaying Role Request Justification

p. An information screen will display. This information screen lists the authority and rules under which information is collected and used. Click the '**Next**' button to continue

AMPS Information Screen

q. AMPS will open a page to collect information pertaining to your identification, work and citizenship status, location and contact information. Most of the fields will be pre-populated based on your profile. Check to verify that the information is correct

Note: Fields with a red asterisk (*) are required

Instructions for selecting '**Military**', '**Civilian**', or '**Contractor**' from the **User Type** drop-down box are provided below.

Military Users:

a. Select '**Military**' from the **User Type** drop-down box

b. Enter your job title in the **Job Title** field

c. Select your military branch from the **Agency/Branch** drop-down box

d. Enter your Social Security Number into the **SSN** field

Note: The Social Security Number information is encrypted and will only be seen by the Security Officer, who will compare it with information on file

e. Click the calendar icon next to **IA Training And Awareness Certification Requirements Completion Date** field and select the date you completed your Information Assurance (IA) Training

Note: Selecting a future date will result in an error message being displayed

f. Click the '**Next**' button to continue

Application Access Request Form – Military User Type

Civilian Users:

    a. Select '**Civilian**' from the **User Type** drop-down box

    b. Enter your job title in the **Job Title** field

    c. Select from the **Job Grade/Pay Schedule** drop-down box

    d. Enter your Social Security Number into the **SSN** field

Note: The Social Security Number information is encrypted and will only be seen by the Security Officer, who will compare it with information on file

    e. Click the calendar icon next to **IA Training And Awareness Certification Requirements Completion Date** field and select the date you completed your Information Assurance (IA) Training

        Note: Selecting a future date will result in an error message being displayed

    f. Click the '**Next**' button to continue

Application Access Request Form – Civilian User Type

Contractor Users:

    a. Select '**Contractor** from the **User Type** drop-down box

    b. Enter your job title in the **Job Title** field

    c. Complete the **Name of Contracting Company** field

d. Complete the **Contract Number** field

e. Complete the **Contract Expiration Date** field

f. Enter your Social Security Number into the **SSN** field

Note: The Social Security Number information is encrypted and will only be seen by the Security Officer, who will compare it with information on file

g. Click the calendar icon next to **IA Training And Awareness Certification Requirements Completion Date** field and select the date you completed your Information Assurance (IA) Training

   Note: Selecting a future date will result in an error message being displayed

h. Click the '**Next**' button to continue

Defense Logistics Agency
Account Management and Provisioning System (AMPS)

Application Access Request Form For Non-DLA Users

Tell Us About Yourself

Citizenship	-- Please Select -- ▼ * Page will refresh after an item is selected.
Last Name	Doe First Name Jane i MI

Official Address

Street	1234 A Str
City/APO/FPO	City * State/AE/AP N/A ▼ * Zip Code 12345
Country	United States of America ▼

i Official Email Address	janedoe@gmail.com *
i Official Telephone Number	123-123-1234 *
User Type	Contractor ▼ * Page will refresh after an item is selected.
i Job Title	*
i Name of Contracting Company	*
i Contract Number	*
i Contract Expiration Date	🔢 *
i SSN	Click information icon for clarification of SSN usage.
i Re-enter SSN	
i IA Training And Awareness Certification Requirements Completion Date	🔢 *

Back Next Cancel

Application Access Request Form – Contractor User Type

All Users Cont'd:

      i.   AMPS will open a form that will allow you to type additional information about your request that would be helpful in setting up your account. Completing the **Optional Information** box is optional

      j.   Completing the **DoDAAC(s)** information box is REQUIRED in order to set up your account. List the DoDAACs for which you are requesting access

      k.   Click the '**Next**' button to continue

Optional Information Screen

l. AMPS will open a screen to validate information about your Direct Supervisor. Ensure the information listed is correct and click the '**Next**' button to continue

Screen to Validate Direct Supervisor's Information

m. **Contractor Users Only:** Next, AMPS will open a screen to validate information about your Contracting Officer. Ensure the information listed is correct and click the '**Next**' button to continue

Screen to Validate Contracting Officer's Information

n. Next, AMPS will open a screen to validate information about your Security Officer. Ensure the information listed is correct and click the '**Next**' button to continue

Screen to Validate Security Officer's Information

o. **DO NOT** complete the fields on the *Information Assurance Officer Information* screen. Click the '**Next**' button and your role request will be automatically routed to the appropriate Information Assurance Officer according to your Primary Level Field Activity (PLFA)

Screen to Validate Information Assurance Officer Information

p. AMPS will open a page to display the *Terms and Conditions and Non-Disclosure Agreement*. Read the *User Acceptance Statement* and the *Non-Disclosure Statement*

q. Click the '**I Agree**' checkbox to indicate that you agree to the Terms and Conditions whereby the information about you is collected and that you are satisfied with the protection provided by the Non-Disclosure Agreement

r. Click the '**Next**' button to continue

Terms and Conditions and Non-Disclosure Agreement Screen

s. Error messages will display if there is any missing information in your request. To eliminate the error messages, use the '**Back**' button at the bottom of the page (do not use the internet browser Back button) to go back to the screens where the information was omitted. Once you have filled in all of the missing information continue with your request

In example below, fields were left blank, resulting in the errors listed

t. Click the '**Next**' button to continue

Screen Displaying Error Messages

u. The *Inbox Item Edit* screen will display and lists the System Authorization Access Request (SAAR) number for your request, the name of the application, and the role for which you have applied

v. Click the '**Submit**' button to transmit the finished request. This will start the review process and return you to the *AMPS Homepage*

   Note: If you do not click the '**Submit**' button, your SAAR will not be forwarded for approval.

Inbox Item Edit Screen

V. Role Processing and Approval

a. After your role request has been submitted, AMPS will send you an e-mail listing your SAAR #, requested application and role. Below is an example of the e-mail you will receive when you initially submit your request

Sample AMPS Request Submitted E-mail

b. AMPS will also send an e-mail notification to the identified Supervisor and Security Officer as part of the approval process

The following request was submitted for your approval:

Request Detail

Request Number (SAAR)   000000
Requestor UserID   lanid
Requestor   Generic, User
Requestor Email   generic.user@dla.mil
Requestor Organization   Top:Users:DLA:DLA Land and Maritime
Action Requested   add
Requested Application Group   SAP-SUPPORT
Requested Roles   [A ROLE]
Date Submitted   Wed Oct 26 14:17:37 EDT 2011
Recommended Resolution   Please visit https://amps.dla.mil/idm/user/login.jsp to provision the account action for lanid

Sample E-mail to Approvers

c. AMPS status will be e-mailed to you at each step of the process. The e-mail below is indicating the status of the request as pending a supervisory approval

The Following Represents the Status of Your Pending Request:

Request Detail

Request Number (SAAR)	1222
Requestor	Hahn, Maxwell
Request Type	Add Job Role Request
Requested Application	BSM
Requested Roles	[BSM Prod - Technical & Quality Ancillary User JD-16]
Date Submitted	Thu May 10 09:09:20 EDT 2007
Pending Approval Type	Supervisor Request
Date Received for Approval	Thu May 10 09:27:32 EDT 2007

This message is provided by AMPS for notification only. Please do not respond to this message. If you have any questions regarding this notification, please contact the help desk.

Sample AMPS Request Status E-mail

d. After the Supervisor and Security Officer have approved the request, an e-mail will be sent to the Data Owner indicating that a request is pending

e. Following the Data Owner's review and approval, the Information Assurance Officer will be sent an e-mail to perform a final review and approval

VI.   Approval Complete

Once all required approvals have been granted, AMPS will send an e-mail to notify you that the role has been approved. At that time, data/DoDAACs will not be linked to your account. Please allow 7 days before contacting the Help Desk if your data does not appear.

The following request has been approved and your access has been granted:

Request Number (SAAR)	15954
Requestor	User, Sample
Request Type	Add Job Role Request
Date Submitted	Thu Nov 10 13:37:59 EST 2011
Date of Approval	Wed Nov 16 09:48:01 EST 2011
Requested Application	DISP
Requested Roles	[DLA Disposition Services Prod EX – RTD Customer DDS-413]

Your EBS access has been provisioned. External Portal users, If you do not have a SmartCard(ie. Common Access Card), please log onto the portal with the same Userid and Password that you use for AMPS. All other users, please contact your Local Help Desk for assistance in obtaining your password. EBS Sustainment users, please contact the BSM Security Help Desk.

This message is provided by AMPS for notification only. Please do not respond to this message. If you have any questions regarding this notification, please contact the AMPS Help Desk.

Sample AMPS Request Approved E-mail

VII.   AMPS Expiry Process

When you request a job role, a default expiration date is set for one year which the Supervisor can change to a shorter period of time. At the completion of the request process (when the role is approved and added), your user ID, the job role requested and the expiration date are added to an expiry record. This record is tracked by AMPS so that 30 days prior to expiration, an expiry task is begun which assigns a SAAR# and sends you a notification email. Follow the instructions in the email to log into AMPS to extend the role, or it will expire.